

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **HOUSING SPECIALIST II**

DEPARTMENT: **HOUSING AND REDEVELOPMENT**

BASIC FUNCTION:

Under general supervision, to assist in the administration of the Section 8 Rental Assistance Program and other affordable housing programs; to provide lead responsibilities for technical and clerical staff; to manage a caseload; and to perform other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This level is distinguished from the Housing Specialist I as the advanced journey level in performing the full range of duties including the most difficult casework. Positions at the Housing Specialist II level are expected to perform independently under general guidelines in a paraprofessional role; and to provide technical assistance and guidance to lower level staff in this area.

KEY RESPONSIBILITIES:

Assist in the administration of Section 8 Rental Assistance Program and manage a Section 8 caseload, including processing new leases and moves conducting annual recertifications and performing inspections.

Make rent determinations based on gathered information and verifications.

Review, investigate and resolve complaints from property owners and tenants; conduct informal hearings to mediate owner and tenant disputes.

Answer public inquiries and provide information related to the housing programs both orally and in writing.

Conduct applicant briefing sessions.

Conduct workshops and make presentations to owners and tenants about the housing program.

Maintain computerized records and database on client and housing information.

Review financial reports, delinquent accounts, and negotiate with property owners concerning rent amounts and claims in accordance with program guidelines, including monthly preparation of warrants to Finance department for payment.

Assist in supervision of technical and clerical staff in training and evaluating work.

Assist the Housing Program Manager in monitoring workflow, reviewing and evaluating work product, method and procedures.

Perform other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state, and local housing laws, codes, and regulations.

City of Carlsbad housing programs, policies and procedures.

Methods of statistical data collection and analysis.

Record keeping and reporting procedures and methods.

Basic mathematical principles.

Supervisory practices of training and evaluating staff.

Ability to:

Interpret and apply federal, state and local laws, regulations, policies, and procedures.

Analyze situations accurately and adopt effective course of action.

Prepare clear and concise statistical and narrative reports.

Develop methodology to monitor and track multiple priorities.

Maintain computerized database and records as necessary.

Understand and carry out oral and written directions.

Effectively communicate both orally and in writing.

Establish and maintain effective work relationships.

Supervise, train and evaluate assigned staff.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would likely provide the required knowledges and abilities is qualifying. A typical way to obtain the knowledges and abilities would be:

Equivalent to the completion of high school plus two years of college coursework or vocational training in a business related field, and three years of progressively responsible experience In the Section 8 Rental Assistance Program, A bachelors degree in public administration or business and supervisory experience Is highly desirable.

SPECIAL REQUIREMENTS:

Possession of a valid California Driver's License and evidence of insurability are required.

Possession of a Section 8 training course certificate as issued by a HUD recognized agency is desirable and may be obtained during the first year of employment.

PHYSICAL STANDARDS:

Although most of the work assignment is in an office setting, incumbents are expected to drive to site locations for inspections, to see clients and meet with other staff on a regular basis. The incumbent is also expected to participate in evening meetings to conduct workshops or make presentations to owners and tenants as necessary to encourage participation in the housing programs.

General Employee

Salary Schedule

General Employees Salary Ranges

Benefits

City of Carlsbad General Employee Benefits